



Volume 1 - Number 6 * September 1998

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Feature Articles

[Campus Computing News](#)

Dr. Maurice Leatherbury, Senior Director of Academic Computing Services, continues to provide updates on campus computing. This month's news concerns the campus adoption of WebCT, faster laptop computers from the Microcomputer Maintenance Shop, the new role of UNT as a computer-based testing site for Educational Testing Service, and 3,000 new UNT Internet Service account holders. Find out the fate of the new Internet Services CD-ROM on this page also.

[New Center for Distributed Learning](#)

This new Center supports faculty in the implementation of distributed learning by serving as a liaison for various administrative and technical support functions for successful course delivery -- and more . . .

[My Remedy what!? has been resolved???](#)

If you haven't yet gotten an E-mail message like this

Your Remedy Case 000000000000999,
Short Desc: <a problem you may remember having> has been resolved.

chances are you will soon. This article explains the rationale behind UNT's Remedy system and those mysterious E-mail messages.

[UNT Y2K Watch](#)

Everything you ever wanted to know about the "Year 2000 Problem" and it's implications for UNT can be found in this article. It is a **must read** for campus computer users.

[ACS UNIX Systems Group News](#)

The ACS UNIX Systems Group has gone through some recent staff changes and will be reorganizing in the near future. Read this article for details and information about terra, the new instructional UNIX system.

[New for Fall '98 in a General Access Lab Near You](#)

This article will bring you up-to-date on the latest equipment and software upgrades in your favorite General Access Lab.

[McAfee Scans the Campus](#)

McAfee VirusScan Security Suite has replaced Command Software's Command AntiVirus (F-Prot) as the supported campus anti-virus product. Find out the details in this article.

[A Report on the Joint Meetings of the American Statistical Association](#)

If you use statistical software, this article is for you.

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Network Connection

By [Claudia Lynch](#), guest columnist and *Benchmarks Online* Editor

UNT Links

Dr. Baczewski continues to be on hiatus from "The Network Connection." We hope he will be able to resume the column next month. In the meantime, below are some Web pages that were either created or revised here at UNT within the last six months. If you have a UNT Web site that you would like others to be aware of, [just let us know](#). We will be glad to publicize it.

- **Draft revision of the University's strategic plan:**
<http://www.unt.edu/missiondraft.html>
- **A search feature was added to the Web calendar:** <http://www.unt.edu/calendar/>
- **The UNT Electronic Library** is updated frequently:
<http://IRSERVICES.LIBRARY.UNT.EDU/>
- The UNT [Remedy project](#) has a Website, www.unt.edu/remedy , as does the Remedy Steering Committee: www.cascss.unt.edu/calltrax.
- **Campus Security and Crime Statistics:** According to Elizabeth With, Assistant Dean of Students, the University has responded to a federal statute by producing a brochure on campus security and crime awareness. You can access the brochure by visiting:
http://www.unt.edu/crime_awareness.pdf

(NOTE: this pdf file is readable if you have Acrobat Reader installed on your computer. If you do not have it you can obtain Acrobat Reader by going to <http://www.adobe.com> and following the instructions for downloading Acrobat Reader. If you have trouble downloading, please contact your network manager.)

Hard copies of the brochure are available in the Dean of Students Office, at the UNT Police Department and in the Eagle Student Services Center. If you have questions, please contact the Dean of Students Office.

- **Information about Recreational Sports** can be found at:
<http://www.unt.edu/recsports/>

**Free Online Database searches conducted by
professional search intermediaries are available for
UNT:**

- Faculty/Staff
- Ph.D. students
- Masters students

working on a research project, publication (e.g., book) or grant proposal requiring a online database search.

Contact Dr. Amanda Spink, Assistant Professor School of Library & Information Sciences, in ISB Room 216 - School of Library and Information Sciences at 565-2187 or via E-mail spink@lis.admin.unt.edu to schedule your search - times available on week-days and Saturdays. (This Project is funded by a National Science Foundation Grant)n

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List of the Month

Each month we highlight one Internet, USENET Special Interest Group (SIG), or similar mailing list.

Microsoft FrontPage Newsgroups

Microsoft Corp. hosts a series of public newsgroups for the discussion of FrontPage. These and other important FrontPage information can be found at the "Microsoft FrontPage Solutions and Resources" [Website](#). As you can see, there are a number of discussion groups, depending on the FrontPage client you are using:

- FrontPage 1.0 for the Macintosh (microsoft.public.frontpage.mac)
- FrontPage for Windows (microsoft.public.frontpage.client)
- FrontPage Unix Extensions (microsoft.public.extensions.unix)
- FrontPage Windows NT Extensions
(microsoft.public.frontpage.extensions.windowsnt)
- FrontPage and IIS4 Beta Extensions
(microsoft.public.iis4.beta.frontpageextns)
- FrontPage Discussion: Deutsche
(microsoft.public.de.german.frontpage98)
- FrontPage Discussion: French (microsoft.public.fr.frontpage)

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Quality, Monopolies and Consumer Rights

I recently received a headline in my mailbox: "1.5 Million Web Pages Born Daily, According to Alexa Internet." Now I don't know if that is true or not. It might actually be higher. Kind of depends on what you consider a Web Page.

If a site is mostly just a fancy catalog site and each page is different, its content dependent upon what a user asks for, is each lookup a separate page?

What about a search engine like AltaVista, where a million separate requests occur simultaneously?

These are really philosophical questions and something that can be debated in a class or over a few beers at Cool Beans. What I really want to talk about this month is quality, monopolies and consumer rights.

The Web has grown at an amazing rate. The number of different ways you can now create a Web page is staggering and I am happy for it. For the first time, I think that we might actually be moving more towards a less-paper (notice I didn't say "paper-less") workplace because of the Web. Well actually the Web, dynamic HTML and big monitors. Palm-Pilots and Palm-PCs will also help, but I have a 17" monitor at work and a 19" monitor at home. I can now read quite comfortably at the screen and have radically reduced the number of things I print out. Now I wouldn't like to read the next Stephen King novel on the computer, but its ok for reading the reams of technical documentation I have to wade through on a daily basis.

But I digress . . .

There is a strong lack of quality in most Websites these days. It seems that folks have been on a feeding frenzy to see how fast they can put a Website without concentrating on how or why they are doing it. No one is asking themselves the questions like "can anybody make heads or tails of it" or "can someone from outside organization x, find y?".

Here at UNT we are as guilty as the next organization. This is not say we don't work hard at it, it's just grown so large that we have been too busy trying to keep up with the Jones's to worry about it. I will say that I think our site is one of the better university sites. I think we are better than most university sites in the state. We probably are not as good at UT's, but if I had the resources of UT's Web team, we'd be more comparable than we are now.

What I do want to say is, that if you are at a Website and you think it doesn't work, let that site know. Be specific. Say "I was trying to find out how much it costs to attend your school and I wasn't able to find it." If you can, let them know which places you looked. If you do find what you are looking for let them know too. The most frustrating part of running an informational Website is that we usually don't know if it's working or not.

The next item on my list is about quality of our software. Mainly the quality of our software that comes out of a certain monopoly, Microsoft.

I will not bash Microsoft outright. That's just too simple and it's the "in thing to do." I think what Bill Gates has managed to do is something to be proud of. It didn't just happen, it came from hard work, persistence and a bit o' luck. Did he do some things that were a bit dirty? Yes. So did his competitors. It's called business.

The problem is now nobody can compete with Microsoft. To borrow from a recent column I read, "There is no innovation, everyone is afraid that Microsoft will come in and knock them out or companies want to be bought out by somebody else."

This is our biggest threat to improving computer systems because with no competition, there is no real reason to innovate or improve service. And it is already happening. At a recent convention, Web developers asked Microsoft why you couldn't run the 2 current versions of the Microsoft browsers, like you can Netscape (you must run both if you want to make sure everyone can see your site). Microsoft answered that you can't, it was too hard, and well why would you want to basically.

Arrogance -- that's my biggest problem with them now. They now know they run the show and they are going to really start sticking it too us. Of course this is called business too. Even with their "free" software this has happened. They have made minute changes to their latest browser, Internet Explorer 4, that are undetectable to most browser checks, but break in some areas of functionality (e.g. the timestamp on cookies). Arggh!

I don't know exactly what we can do stop this madness. There really is no real competition for them. What you can do is to keep pushing for any of your software/hardware providers to improve their quality.

Speed is no longer an issue, but reliability is. If your car was as unreliable as some computer software is, you'd be pretty upset. People accept unreliable software too readily.

That includes us Web people.

Until next time.

Mark

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Short Courses

By [Claudia Lynch](#), *Benchmarks* Editor

The ACS Short Course schedule is now available for the fall. There are courses in SAS, SPSS, S-Plus, Simeon, and Web page creation using FrontPage and Netscape. Follow [this link](#) if you would like to find out more about ACS short courses and/or register for some.

The Computer Advantage courses, offered through the Human Resources Department, are back for the fall. Because these courses are offered in the Eagle Student Services Center (ESSC) Lab, UNT *students* can also attend the classes. Follow [this link](#) to check on the availability of these courses, which include:

- UNT Home Page & Netscape
- Introduction to Windows 95
- Introduction to Microsoft Word 97
- Advanced Microsoft Word 97 - MailMerge It Together
- Introduction to Microsoft Excel 97 Spreadsheet
- Introduction to Microsoft PowerPoint 97 Slide Shows

Customized Short Courses

Faculty members can request customized short courses, geared to their class needs. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, lynch@unt.edu).

Especially for Faculty and Staff Members

As mentioned above, staff and faculty members can also take courses through the [Human Resources](#) Department. The new [Center for Distributed Learning](#) is offering courses especially for Faculty Members. Topics this semester include Windows 95, PowerPoint, Planning Your Course, Basic Video Conferencing, Multimedia, and a series of classes concerning putting course materials on the World Wide Web.

Alternate Forms of Training

The [Training](#) Web site has all sorts of information about alternate forms of training. Training tapes, Computer Based Training (CBT) and Web-based training are some of the alternatives offered.

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IRC News



Minutes provided by Sue Ellen Richey,
Recording Secretary

IRC Regular Voting Members: Ginny Anderson, Fiscal Affairs; Walter Bowen, Academic Administration; Bill Buntain, Communications Program Group; Carolyn Cunningham, Student Affairs; Paul Dworak, College of Music; Steve Grant, UNT Health Science Center; Don Grose, Libraries; Jenny Jopling, Instruction Program Group; Joneel Harris, Administrative Program Group; Mike Kozak, Faculty Senate; Allen Livingston, Student Association; Steve Miller, Human Resources; Dennis Mueller, Research Program Group; Ramu Muthiah, School of Community Services; Robert Nimocks, Director, Information Technology, UNTHSC; Patrick Pluscht, Distributed Learning Team; Jim Poirot, College of Education; Don Schol, School of Visual Arts; Kathleen Swigger, College of Arts and Sciences; Neal Tate, University Planning Council; Philip Turner, Associate Vice President of Academic Affairs for Distance Education and Dean of the School of Library and Information Resources (Chair, IRC); Virginia Wheless, Chancellor; John Windsor, College of Business. **IRC Ex-officio Nonvoting Members:** Jim Curry, Microcomputer Maintenance Shop; Richard Harris, Computing Center; Coy Hoggard, Computing Center; Maurice Leatherbury, Computing Center; Sue Ellen Richey, Computing Center (Recording Secretary); Rondel Stevens, Telecommunications.

June 16, 1998

Richard Harris chaired the meeting in Phil Turner's absence.

Distributed Computing Support Management Team

Maurice Leatherbury reported that the Distributed Computing Support Management Team has come to a tentative conclusion that the best virus-scanning software to buy is the McAfee software. The committee has considered a free software that runs under ManageWise, but it does not cover the Macintosh. The McAfee product will cost around \$41,000. The Computing Center has agreed to pay for the Macafee site license for two years.

Strategic Planning Committee

Richard reported that the Strategic Planning Committee met and reviewed the draft of the Strategic Plan; it was revised and submitted to the D.I.R. in Austin. Maurice commented that he regretted that there had not been time to get as much input as he had hoped. He stated that he has posted the finished document on the Web and offered a printed copy to anyone who wanted one. Richard pointed out that this plan can be revised at any time and added that the Biennial Operating Plan is the one that attaches funding to the various action items and both plans can be updated and changed at any time. Richard commended Maurice on a job well done.

Year 2000 Problem

Coy Hoggard reported that in addition to the already large problem of the Year 2000 conversion, mandatory state reporting will take a lot of time and energy. To deal with the issue on a university-wide level, a working committee was formed which is representative of

all areas of the university. The most recent D.I.R. requirement is that we report to them any applications systems or major technology infrastructure items that we do not plan to have remediated by 12/31/98. D.I.R. will report to agency heads what cannot be completed by 12/31/98 and require that those agencies prepare business continuation plans. Coy has worked with the various administrative areas to re-arrange some priorities in order to complete the Year 2000 conversion by 12/31/98. The committee is trying to determine what equipment in the distributed areas will need to be converted. Coy said that if anyone knows of a problem or has a question they should direct it to a member of the committee or to him.

Richard commented that Bob Reed presented a business continuation planning seminar for the distributed computing support managers and reviewed a software package that is available for use by UNT.

General Access Labs

Cengiz Capan presented a recommendation from the General Access Lab Committee (GALC) that changes that committee to more of an advisory committee to the General Access Lab Managers Committee (GALMAC) with the latter becoming the primary contact point for the lab system. He commented that the General Access lab program is working very well, with labs being available in each distributed area of the university. Cengiz asked the IRC to consider placing the GAL system directly under the IRC, with GALC functioning as a program group.

Cengiz explained that members of the GALC are appointed by the various college deans. He said that the idea of these changes is to raise the profile of the GAL managers and hopes that a member of that group could at least be an ex-officio member of the IRC. Currently, GALC is represented by the Instruction Program Group.

The changes will be presented again at the July IRC meeting, at which time a vote will be taken on approval. If approved, the issue will be reported to the IR Steering Committee, where if approved, will result in a change to the IRC charter.

Telecommunications

Bill Buntain announced that effective June 1, 1998, the Telecommunications department came under the management of the Computing Center. The telephone operators are now under the support services area of the Computing Center; the technical staff are under Datacom and the billing function has been moved to Claims Accounting. Cleaning up university telephone billing is a major project they are dealing with. It was explained that from the user standpoint, billing questions should go to Claims Accounting; telephone change orders will be handled by the Computing Center. Bill stated that procedures are still being worked out.

General Classroom Technology Access, Security, and Liability Policy

Jenny Jopling presented, and moved for approval of, a revised General Classroom Technology Access, Security, and Liability Policy. After some discussion, Craig Berry seconded and the policy was approved.

Communications Program Group

Bill Buntain presented, for the Communications Program Group, the recommendations of an Ad Hoc Directory Services Group. Bill distributed a document outlining those

recommendations, which are endorsed by the Communications Program Group. More detailed information is available on the Web at <http://www.unt.edu/nms/ds/>. Bill stated that the Computing Center is uncertain about the question of the cost of this project and are trying to identify resources to support it.

In addition, Bill reported that there is a major wiring project underway to convert all data jacks to 10 base T cables, in an effort to move away from the proprietary cable that has been used in the past. He also reported that the Housing department is interested in doing an ADSL trial in the dormitories.

Distributed Learning

Patrick Pluscht reported that space has been identified on the bottom floor of Chilton Hall for the distributed learning team. They hope to move into that area by early fall. Patrick distributed a document regarding WebCT Implementation at the University of Georgia. The team is dealing with copyright issues as well as use of video facilities by community groups and organizations.

July 21, 1998

General Classroom Technology Access, Security, and Liability Policy

Phil Turner announced that the IR Steering Committee met and discussed the General Classroom Technology Access, Security, and Liability Policy. They raised some questions about items in the policy which they believe are covered under existing inventory rules and procedures. Richard took their questions to Scott Dumas and after some discussion, Scott made a few changes to the new policy and has given the revised policy to Phil Diebel. If there are only minor changes, the policy will just go forward as amended; however, if there are major changes, the policy will be brought back to the IRC for discussion and approval.

Distributed Computing Support Management Team

Maurice Leatherbury reported for the Distributed Computing Support Management Team that the McAfee software has been ordered and will be distributed as soon as it is received. The Remedy roll out is proceeding on schedule, with training underway, and over 1000 trouble calls already logged into the system. Everything seems to be going well.

Year 2000

Coy Hoggard reported that user areas are working on an inventory of software and equipment in an effort to make sure that all software and hardware is Year 2000 compliant. In addition, the mainframe operating system upgrade is proceeding on schedule.

Instruction Program Group

Jenny Jopling reported that although the Instruction Program Group has not met, she wanted to note that Classroom Support Services is operating smoothly.

Administrative Program Group

Coy Hoggard reported for the Administrative Program Group that they have scheduled the

installation of a new UPS, replacing a very old UPS backup system. The plan is to install it on Saturday, August 8 and there should be no interruption in mainframe service. The OS 390 conversion is in progress and the switch-over on the administrative side of the mainframe is planned for September 19-20. If all goes well, the change should be transparent to users.

Standards & Cooperation Program Group

Paul Dworak reported for the Standards & Cooperation Program Group, and distributed a draft Policy for the Acceptable Use of Everyone Mail as well as copies of the current University Computer Use Policy. The recommendation of the committee is that mail sent to an Everyone Group be limited to the communication of official University information that is owned or created by one of the following groups:

- 1) The Associate Vice President for Marketing and Communication, in collaboration with the Chancellor or any Vice President;
- 2) The Director of Human Resources; or
- 3) The Chief of Police.

Paul outlined some possibilities for the implementation of this policy. Paul asked IRC members for input on this policy and asked that it be placed on the agenda of the next IRC meeting for voting. There was some discussion.

Distributed Learning Center

Patrick Pluscht reported that an administrative assistant has been hired for the Distributed Learning Center. In addition, he announced that WebCT Training for Trainers is currently underway.

Accessibility of University Operations Data

Paul Dworak distributed a draft Charge to Ad Hoc Committee on Accessibility of University Operations Data as he had been requested. This committee would determine how the University operation might be streamlined by filing data related to travel, grants, etc., electronically in order to make it accessible to the entire University community. There was some discussion after which Dworak moved to take the motion to form such a committee off the table. Don Grose seconded the motion, and it passed. Paul then moved for approval of the draft charge and formation of this committee. The motion was passed by a vote of the Council.

Other Business

Maurice Leatherbury introduced Jennifer Johnson as the new Assistant Director of Computing Center Planning and Administration. Richard Harris also announced that Maurice Leatherbury would be Assistant to the Assoc. Vice President for Computing, with responsibility over Planning and Administration, in addition to being Director of Academic Computing.

Leatherbury also announced that the Strategic Plan was sent to DIR and has been approved.

Mike Kozak commented that while having a problem with his GroupWise E-mail recently, he was very pleased with the positive and helpful attitude he encountered in the Computing

Center.

Jim Poirot asked if the Council could investigate changing the inventory procedures of tracking computing equipment valued under \$1000.00. Richard Harris said he would discuss the issue with Phil Diebel and Scott Dumas.

IRC Meeting Schedule

The [IRC](#) generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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Staff Activities

Transitions

The following are new employees:

- **Sharon McLaughlin**, Telecommunications Administrative Assistant.
- **Mellonee Lee**, Campus Information Operator.
- **Steve Voncelka**, Computer Operations Manager.
- **Nola Campbell**, C.P.U. Operator in Computer Operations.
- **Sue Carrigan**, Data Entry Operator.
- **William Ivy**, Report Distribution Assistant.
- **Andrew McGregor**, Computer Support Specialist on the GroupWise and Electronic Messaging Team.
- **Allen Akers**, General Data Systems Team Programmer.
- **John Dysart**, Student Records Data Systems Team Programmer.
- **Jim Byford**, Computer Support Specialist on the Notes and User Network Management/User Support Team

The following people are no longer working in the Computing Center:

- **Eric Graham**, Report Distribution part-time employee.
- **Rachel Dowdy**, Retired from Data Entry.
- **Jessica Cornelius**, Campus Information Operator.
- **Jake Kurz**, Computer Operations Tape Librarian.
- **K.C. Koechley**, part-time General Access Lab Consultant.
- **Eric Helmer**, Voice Response Team Programmer.
- **Ryan Means**, part-time Helpdesk Consultant.
- **Melinda Keylon**, Telecommunications Administrative Assistant.
- **Kalyan Bharat Godala**, part-time I/O operator.
- **Milind Verma**, part-time I/O operator.
- **Evelyn Chew**, part-time I/O operator.
- **Madhu Cottha Vatyam**, part-time I/O operator.

- **Srinivas Vemula**, part-time I/O operator.
- **Sudhir Vinjamur**, part-time I/O operator.
- **Chin Ong**, part-time I/O operator.

Promotions, Transfers, and Other Changes

- **Brenda Rivoire**, CC1 Server/User Support, is now **Brenda Kirk** since she was married on September 4.
- **Ty Young**, who was the Assistant Manager of the Helpdesk is now an ACS UNIX Systems Administrator.
- **Joann Luksich**, promoted to Data Entry Supervisor.
- **Ramona Aref-Azad**, moved from Computer Operations to Production Control.
- **Jenny Jopling**, now Associate Director of the Center for Distributed Learning, a [new center](#) at UNT.
- **Ryan Hickey**, promoted to Assistant Manager of the Helpdesk from a part-time student consultant position.
- **Dianna Laakso**, promoted to Lead [UNIX Systems](#) Administrator.
- The **Notes and User Network Management/User Support Team** moved from Network and Microcomputer Support to Administrative Computing Services. Team members are:
 - **Mike Wright**
 - **Bruce Pollock**
 - **Jim Byford**
 - **Brenda Kirk**
 - **Stacie Luna**

Awards

- **Richard Harris**, Associate Vice President for Computing, was presented with an award for 35 years of service in August, 1998.
- **George Williams**, General Data Systems Team Leader, was presented with an award for 25 years of service in August, 1998.
- **Rong Wang**, UNT/HSC Payroll/Personnel Data Systems Programmer/Analyst, was presented with an award for 10 years of service in August, 1998. n

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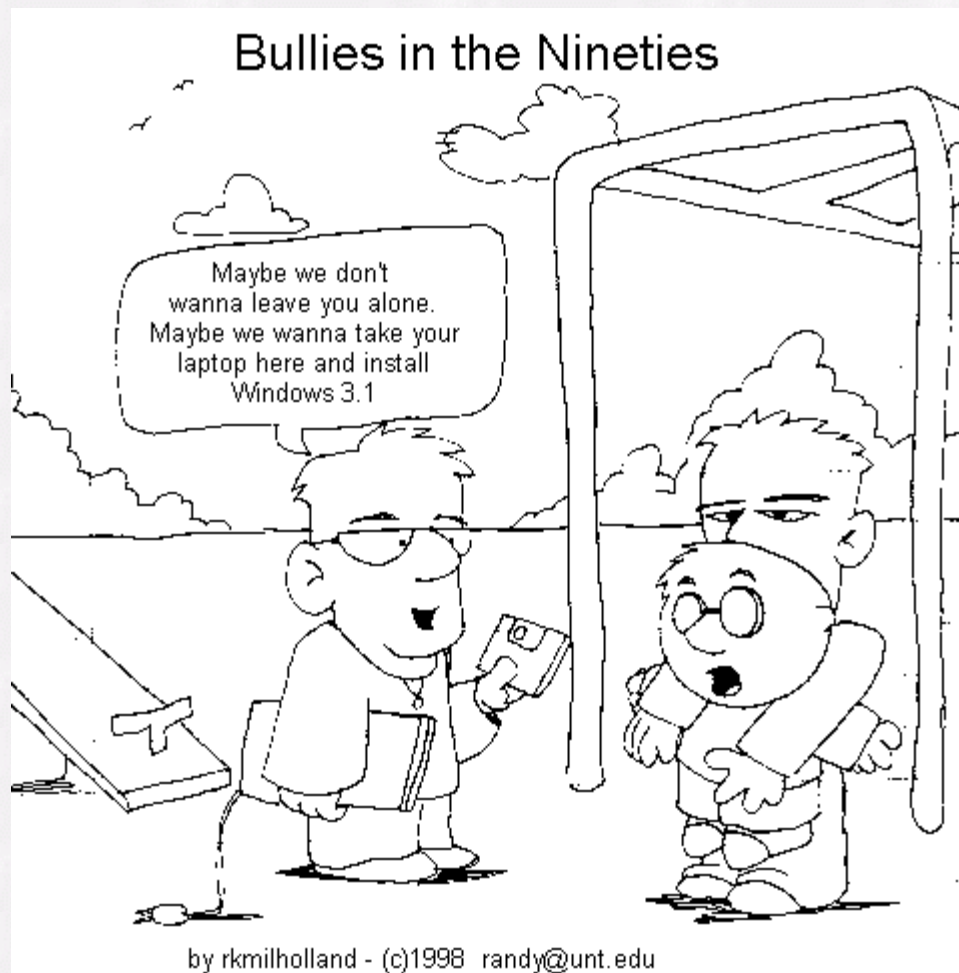
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By [Randal Milholland](#), Documentation Assistant



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SUBscribe unt-benchmarks *your name*

For example: SUBscribe unt-benchmarks Jane Doe

To **Unsubscribe**:

1. Send the e-mail to listserv@unt.edu
2. In the body of the message type:

Signoff unt-benchmarks

3. Send.

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